

Cross Agency Desk Aid

Referral Communications Committee

Last Updated 7/27/2015

Department of Social and Health Services			Health Benefit Exchange		Health Care Authority	
Community Services Division Customer Service Contact Center	Home & Community Services Long Term Care (LTC)	Development Disabilities Administration (DDA) Long-Term Care Specialty Unit	Washington Healthplanfinder Customer Support Center	Lead Organizations In-Person Assisters/ Navigators	Medical Assistance Customer Service Center (MACSC)	Medical Eligibility Determination Services (MEDS)
1-877-501-2233 1-877-980-9220 (Answer Phone) www.washingtonconnection.org 1-888-338-7410 (FAX)	No call center at HCS. Contact your local office by checking at: http://adsaweb.dshs.wa.gov/hcs/maps.htm www.washingtonconnection.org	1-855-873-0642 (8am – 5pm closed Noon – 1pm) www.washingtonconnection.org 1-855-635-8305 (FAX)	1-855-923-4633 http://www.wahealthplanfinder.org/ customersupport@wahbexchange.org 1-855-889-2266 (FAX)	Lead Organization Contact Information available at: http://wahbexchange.org/how- enroll/customer-support-network/	1-800-562-3022 https://fortress.wa.gov/hca/p1contactus/	1-855-623-9357 https://fortress.wa.gov/hca/magiconta ctus/ContactUs.aspx
<ul style="list-style-type: none">• Apply for, report changes or renew Food, Cash, and Child Care programs (SNAP, EBT, ABD/HEN Referral, TANF/WorkFirst, Refugee Assistance)• Apply for Classic Medicaid programs, SSI, 65+, and disabled• Request an appeal of Classic Medicaid, Food, Cash and Child Care programs• Answer Phone: Automated system where clients can check their DSHS benefits• For additional application assistance refer to the Public Access Directory for community partners: https://www.washingtonconnection.org/home/publicaccessdirectory.g o• Constituent Relations 1-800-865-7801	<ul style="list-style-type: none">• Long-term care nursing facility services• In-home care• Assisted living or adult family home• Community first Choice (CFC)• Medicaid personal care• Request an appeal for LTC programs• WASHCAP (Food for households whose only income is SSI/SSA)• Residential Care Services	<ul style="list-style-type: none">• Medicaid programs for clients with developmental disabilities• Hospice• Healthcare for Workers with Disabilities (HWD) program (S08) 1-800-871-9275• Children’s institutional (K01)• Residential mental health eligibility questions	<ul style="list-style-type: none">• Apply for or renew health care coverage (families, children, pregnant women and single adults)• Health Insurance Premium Tax Credit (HIPTC) questions• Qualified Health Plans (QHP) questions• Healthplanfinder Business questions• Locate an HBE In-person Assister/Navigator or Broker http://wahbexchange.org/how- enroll/customer-support-network/• Request an appeal for denial of HIPTC/QHP, Special Enrollment: www.wahbexchange.org/appeals or call for information: 1-855-859-2512	For system functionality visit Healthplanfinder Status Center : http://wahbexchange.org/customer- resources/outages-and-maintenance/ <ul style="list-style-type: none">• If an IPA needs to submit a Zendesk ticket• Questions about becoming a certified assister• To request outreach materials and presentations• HPF password reset or lockout: 1-855-256-9598	<ul style="list-style-type: none">• ProviderOne Client Services Card• Provider billing and claims questions• Apple Health Managed Care enrollment and questions• ProviderOne benefit coverage questions	<ul style="list-style-type: none">• Apple Health Modified Adjusted Gross Income (MAGI) Medicaid eligibility questions (families, children, pregnant women and single adults)• Post-Eligibility Case Review questions or report changes• Apple Health for Kids premium payment questions (CHIP)• Request an appeal for Apple Health Programs
Hours of operation: 8:00 am – 5:00 pm, Monday – Friday (except state holidays). Suggested script: “Please have your Client ID or Social Security Number available.”	Hours of operation: 8:00 am – 5:00 pm, Monday – Friday (except state holidays). Suggested script: “Please have your Client ID or Social Security Number available.”	Hours of operation: 8:00 am – 5:00 pm, Monday – Friday (except state holidays). Suggested script: “Please have your Client ID or Social Security Number available.”	Hours of operation: 8:00 am – 5:00 pm, Monday – Friday (except state holidays). Suggested script: “Please have your HPF application ID or Social Security Number available.”	Hours of operation are generally 8:00 am – 5:00 pm, Monday – Friday (except holidays). Suggested script: “For application issues, please have the HPF application ID available.”	Hours of operation: 7:30 am – 5:00 pm, Monday - Friday (except state holidays). Suggested script: “Please have your Application ID, Client ID, Provider One Client ID or Social Security Number available.”	Hours of operation: 8:00 am – 5:00 pm Monday - Friday (except state holidays). Suggested script: “Please have your Application ID, Client ID or Social Security Number available.”



Office of Insurance Commissioner (OIC)		Department of Social and Health Services		Additional Supports	
Consumer Advocacy	Statewide Health Insurance Benefits Advisors (SHIBA)	Division of Child Support (DCS)	Division of Behavioral Health & Recovery	<p>JP Morgan/Chase 1-888-328-9271 (24hrs) www.ucard.chase.com</p> <ul style="list-style-type: none">• EBT Card Replacement and Balance Information• Change PIN number• Client will need their EBT card number and Social Security <p>Office of Financial Recovery 1-800-562-6114</p> <ul style="list-style-type: none">• DSHS Overpayments• Premium Payments• Estate Recovery <p>2-1-1 1-877-211-9274 7-1-1 (relay service) www.211.org</p> <ul style="list-style-type: none">• Provide information and referral for community resources and volunteer opportunities.• Support community-based organizations network.	<p>Tribal Resources</p> <ul style="list-style-type: none">• DSHS- Office of Indian Policy – (360) 902-7706• HBE- Tribal Liaison – tribal.liaison@wahbexchange.org• HCA- Tribal Affairs Administrator – Jessie Dean 360-725-1649 or Jessie.dean@hca.wa.gov <p>Long-Term Care Ombudsman Program 1-800-562-6028 TTY: 1-800-737-7931 www.waombudsman.org</p> <ul style="list-style-type: none">• Protect, promote and advocate for residents in nursing homes, adult family homes, and assisted living facilities.• Report mistreatment of residents in facilities.
1-800-562-6900 http://www.insurance.wa.gov/	1-800-562-6900 http://www.insurance.wa.gov/about-oic/what-we-do/advocate-for-consumers/shiba/	1-800-442-5437 (KIDS) http://www.dshs.wa.gov/dcs/	https://www.dshs.wa.gov/bhsia/division-behavioral-health-and-recovery		
<ul style="list-style-type: none">• Complaints against insurances companies, claim denials, poor service, coverage, cancellations, etc.• Insurance options• Legal rights: insurance laws & regulations• Health insurance appeals• Complaints against insurance agents/brokers/producers• Insurance fraud	<ul style="list-style-type: none">• Understand your health care coverage options and rights• Medicare options- original, advantage, prescriptions & supplemental plans• Medicare coordination with Medicaid (dual), state & federal government retirees, veterans, private plans and HBE• Medicare Savings Program & low-income subsidies• Evaluate and compare health insurance plans• Medicare complaints, questions and fraud prevention	<ul style="list-style-type: none">• Establish Paternity and Child Support Orders• Collect / Distribute Child Support• Employer Support• Negotiate Payment Plans• Payment/EFT options 1-800-468-7422• Hearings and Conference Boards• Outreach to Community Partners and Stakeholders• Community Relations Unit 1-800-457-6202• Modify Orders• Employer New Hire Reporting• “Alternative Solutions Program” <i>A Compassionate Portal To Child Support Services</i> 360-664-5028 AlternativeSolutions@dshs.wa.gov http://tiny.cc/DCSAAlternativeSolutions	<ul style="list-style-type: none">• Medicaid Enrollees may access mental health treatment and substance use disorder treatment. This is a covered benefit.• Mental Health Treatment: 1-800-833-6384 https://www.dshs.wa.gov/bhsia/division-behavioral-health-and-recovery/mental-health-services-and-information• Substance Use Disorder Treatment: 1-866-789-1511 http://warecoveryhelpline.org/• Additional Supports: 24-hour Crisis and Suicide Prevention Line: 1-800-273-TALK (8255) http://www.suicidepreventionlifeline.org		
Hours of operation: 8:00 am – 5:00 pm, Monday - Friday (except state holidays). Suggested script: “Please have your Application ID, Client ID, Provider One Client ID or Social Security Number available.”	Hours of operation: 8:00 am – 5:00 pm Monday - Friday (except state holidays). Suggested script: “Please have your Application ID, Client ID or Social Security Number available.”	Hours of operation: 8:00 am – 5:00 pm, Monday - Friday (except state holidays). Suggested script: “Please have your Case Number, or Social Security Number available.”			